



MARIA IYEDA FRONDA

**Position: Customer Service/
Sales Representative**

Currently in Dubai, U.A.E
Notice Period : Immediate
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**Emirates Integrated
Communications (du)
Dubai, U.A.E.**

Du is a vibrant and multiple award-winning telecommunications service provider serving around 9 million individual customers with its mobile, fixedline, broadband internet, and Home services over its 4G LTE network.
<http://www.du.ae/about-us>

August 2018 – Present

December 2015 – January 2018

OBJECTIVE

To continue my career with an organization that will utilize my customer service and administrative skills to diversify my knowledge and capabilities.

QUALIFICATION SUMMARY

Fourteen years of extensive experience, highly organized and skilled in giving quality customer service.

Hardworking in achieving employer objectives, thorough and accurate with proven ability to communicate effectively to initiate positive outcome. Key strength includes excellent in analytical skills, decision making, problem solving, flexible and can easily adapt to environment with new concept and responsibilities, multi-tasking and can meet deadlines. Detail-oriented and committed to top quality work. Has the ability of quick learning and adapting to new systems and procedures.

PROFESSIONAL EXPERIENCE

❖ **Position:** **Assistant Enterprise Telephonic Service Manager**
September 2018 – December 2020

Process: Managing accounts (LA, SME & BSME) related requirements in terms of any billing, technical and administrative issues and queries.

Duties and Responsibilities:

- Responsible for 50 Business Accounts with multiple segments generating 1.7 Million revenue/year with the overall ownership of giving customer services and provide support to the du internal department by ensuring service objectives and SOPs are met.
- Plan and organize regular customers call and emails, as well as making sure that issues are solved on time.
- Continually provide support, technical procedural and policy guidance, offering clear advice and solutions wherever possible.
- Understanding customer's specific business needs and applying product knowledge to meet those needs.
- Ensure a high level of Technical knowledge within customer support team members as evidenced through turnaround time of issues and ability of customer support to resolve issues independently.
- Interface with partners and vendors as required to identify service faults and deliver solutions that sit the business ICT Strategy.
- Create internal work instructions for new services & product and deliver briefings and trainings to the Telephonic Service Team.

❖ **Position:** **Training Coordinator–Human Capital Development Operations**

Duties and Responsibilities:

- Receiving guests and delegates at the training reception. Serve as point of contact for Learning and Development queries and responsible for all related administration of the du training academy. Developing and maintaining positive, collaborative working relationships with all staff to sustain the reputation of du as a customer focused function.
- Arranging hospitality, room layout and equipment for participants attending workshops and trainings, liaison with Line Managers, trainers. Booking of training rooms, printing and distributing course materials, order training supplies and keep inventory of stocks.
- Ensuring required equipment is available and in working order for the efficient running of all relevant events.
- Developing and maintaining accurate and easily accessible records and processes for all learning and development activities including recording and monitoring attendance, ensuring that staff required to attend workshops are easily identified and followed up.
- Working closely with the learning and development stakeholders with projects as required including ensuring that all of the information contained on the learning and development digital calendar, display screens and signage are accurate, up-to-date and regularly maintained.



**Emirates Integrated
Communications (du)**
(Tanfeeth, Innovations UAE)
Dubai, U.A.E.

October 2010 -December 2015



**Bank of the Philippine
Islands (BPI)**

Dian, Makati Branch, Philippines

Founded in 1851, Bank of the Philippine Islands is the first bank in the Philippines and in the Southeast Asian region. BPI is a universal bank and together with its subsidiaries and affiliates, it offers a wide range of financial products and solutions that serve both retail and corporate clients.
<https://www.bpiexpressonline.com/>

April 2009 – June 2010

- . Working closely with IT and facilities for WAF approvals, AV & IT issues.
- Coordination and delivery of a range of projects and regular events. This includes producing and keeping updated project plans, arranging events and ensuring systems and processes are established and projects delivered to agreed timescales.
- Managing our annual mandatory training calendar ensuring full completion within targeted timescales and providing timely and accurate updates to the team partners and senior leaders.
- Coordination and reporting of any emergency situations within the training site.
- Raising move order and purchasing requisition orders, arrange travel orders and hotel bookings for overseas trainings, tracking of orders and payments.

❖ **Position: Retail Sales Executive**

Duties and Responsibilities:

- Act as the customer interface representing du's brand values whilst maximizing sales revenues and providing excellent level of customer service in the retail channel across the UAE.
- Identify customers' needs and expectations and serve them in a friendly manner demonstrating du's brand values at all the times. Deliver exceptional customer service through retail experience by providing information on all of du's products and services to help the customer to make suitable choices.
- Handle different forms of payments including cash and credit cards, ensuring adherence to the agreed policies and procedures at all the times.
- Provide full range of sales and after sales services and seek first step resolution whenever possible on any issues. Ensure and update knowledge of all retail systems to ensure streamlined effective services.
- Check and display stock as required and ensure shop appearance is always in line with the set company standards. Provide support across the shops if required. Assist in general administration and smooth running of the shop.

❖ **Position: Customer Service Representative (New Accounts Clerk Handling Sundries Section)**

Duties and Responsibilities:

- Responsible for the verification, compilation and the inputs of the customer's information for new accounts. Keeps all checkbooks in a secured place & responsible for the checkbook requisitions of pre-encoded and re-order of checkbooks. Facilitates the issuance of bank certifications, demand drafts, process telegraphic transfers, payments of incoming and preparation of outgoing telegraphic transfers including Gross Settlement Real Time (GSRT), (FORS) Foreign Outward Remittances.
- Processing of Bills Purchase for peso and dollar through the BP system. Access and process in (APCS) Automated Proceed Crediting System, a DOS-based PC system that enables the branch to validate and upload payroll transactions for automatic crediting. Facilitates sale, issuance and balancing of Manager's checks and its settlement account.
- Prepare reports to ATM Customer Complaints and other related transactions. Daily monitoring of FX rates and processing of sale of US Dollar Notes and other third currencies offered by the branch. Maintains files, circulars, printouts pertaining to section handled. Help in generating referrals, consolidate and cross-sell to existing clients by offering the various products and services of the bank.
- Facilitate end of day balancing of Debit Memo/Credit Memo transactions versus Branch's total reading. Prepare end of day reports of Demand Drafts, CBG-FX, GSRT, Domestic Dollar transfers, Foreign Outward Remittances. End of day self-audit of section and transactions handled for adherence to bank policy.



**Bank of the Philippine
Islands (BPI)**

Dian, Makati Branch, Philippines

January 2006 – April 2009

Educational Attainment

❖ **Position:** **High-Counter Service Assistant (Teller)**

Duties and Responsibilities:

- Provide competent, caring, fast, and accurate service to client's banking needs in line with bank's overall objective of service excellence.
- Process various financial transactions which involve the preparation of cash transfer slips, receiving of cash, check deposits, paying out in the form of withdrawals, bills payment and other miscellaneous transactions.
- Prepare the teller's end of day reports and record all cash transactions of the day.

Bachelor of Science In Mathematics

Polytechnic University of the Philippines (PUP) - Manila, Philippines

June 2001 – March 2005

Personal Details

- Date of Birth : 17 July 1983
- Current Visa Status : Residence
- Nationality : Filipino
- Language : Filipino, English
- U.A.E. Driving License : 63675515
- With knowledge in MS Word, PowerPoint, Excel, LMS, ERP,CRM(Siebel), BSCS and Wincash

I hereby certify that all the foregoing information regarding my work history and experiences are true and correct to the best of my knowledge and belief.

Maria Iyeda Fronda